

Serial No. 10/037,588

LISTING OF THE CLAIMS

- 507  
B1
- 1 1. (Original) A method for doing call classification on a call to a  
2 destination endpoint, comprising the steps of:  
3 receiving audio information from the destination endpoint;  
4 analyzing using automatic speech recognition the received  
5 audio information for a first type of classification;  
6 analyzing using automatic speech recognition the received  
7 audio information for a second type of classification; and  
8 determining a call classification for the destination endpoint in  
9 response to the analysis of the first type of classification and the analysis  
10 of the second type of classification.
- 1 2. (Original) The method of claim 1 wherein the analysis for the  
2 first type of classification is analyzing the audio information for words.
- 1 3. (Original) The method of claim 2 wherein the analyzed  
2 words are formed as phrases.
- 1 4. (Original) The method of claim 2 wherein the analysis for the  
2 second type of classification is analyzing the audio information for tones.
- 1 5. (Original) The method of claim 4 wherein the step of  
2 receiving audio information further comprises detecting speech or tones in  
3 the audio information.
- 1 6. (Original) The method of claim 5 wherein the step of  
2 analyzing for the first type of classification is responsive to the detection of  
3 speech in the audio information to enable the step of executing a Hidden

Serial No. 10/037,588

4 Markov Model to determine the presence of words in the audio  
5 information.

1 7. (Original) The method of claim 6 wherein the step of  
2 executing comprises the step of using a grammar for speech.

1 8. (Original) The method of claim 6 wherein the step of  
2 analyzing for the second type of classification is responsive to the  
3 detection of tone in the audio information to enable the step of executing a  
4 Hidden Markov Model to determine the presence of tones in the audio  
5 information.

1 9. (Original) The method of claim 8 wherein the step of  
2 executing comprises the step of using a grammar for tones.

1 10. (Original) The method of claim 8 wherein the step of  
2 determining comprises the step of executing an inference engine.

1 11. (Currently Amended) A method for doing call classification  
2 on a call to a destination endpoint, comprising the steps of:  
3 receiving audio information from the destination endpoint;  
4 detecting speech or tones in received audio information;  
5 analyzing using automatic speech recognition the received  
6 audio information for words in response to the detection of speech;  
7 analyzing using automatic speech recognition the received  
8 audio information for tones in response to the detection of tones; and  
9 determining a call classification for the destination endpoint in  
10 response to the analysis of words or the analysis of tones.

Serial No. 10/037,588

1           12. (Original) The method of claim 11 wherein the step of  
2 analyzing for speech comprises the step of executing a Hidden Markov  
3 Model to determine the presence of words in the audio information.

1           13. (Original) The method of claim 12 wherein the step of  
2 executing comprises the step of using a grammar for speech.

1           14. (Original) The method of claim 12 wherein the step of  
2 analyzing for tones comprises the step of executing a Hidden Markov  
3 Model to determine the presence of tones in the audio information.

1           15. (Original) The method of claim 14 wherein the step of  
2 executing comprises the step of using a grammar for tones.

1           16. (Original) The method of claim 15 wherein the step of  
2 determining comprises the step of executing an inference engine.

1           17. (Currently Amended) A method for doing call classification  
2 by a automatic speech recognition unit on a call to a destination endpoint,  
3 comprising the steps of:

4           receiving audio information from the destination endpoint by the  
5 automatic speech recognition unit;

6           analyzing using automatic speech recognition the received  
7 audio information for a first type of classification by the automatic speech  
8 recognition unit;

9           analyzing using automatic speech recognition the received  
10 audio information for a second type of classification automatic speech by  
11 the recognition unit; and

12           determining a call classification for the destination endpoint in  
13 response to the analysis of the first type of classification and the analysis

Serial No. 10/037,588

14 of the second type of classification by the automatic speech recognition  
15 unit.

1 18. (Original) The method of claim 17 wherein the analysis for  
2 the first type of classification is analyzing the audio information for words.

1 19. (Original) The method of claim 18 wherein the analyzed  
2 words are formed as phrases.

1 20. (Original) The method of claim 18 wherein the analysis for  
2 the second type of classification is analyzing the audio information for  
3 tones.

1 21. (Original) The method of claim 20 wherein the step of  
2 receiving audio information further comprises detecting speech or tones in  
3 the audio information.

1 22. (Original) The method of claim 21 wherein the step of  
2 analyzing for the first type of classification is responsive to the detection of  
3 speech in the audio information to enable the step of executing a Hidden  
4 Markov Model to determine the presence of words in the audio  
5 information.

1 23. (Original) The method of claim 22 wherein the step of  
2 executing comprises the step of using a grammar for speech.

1 24. (Original) The method of claim 22 wherein the step of  
2 analyzing for the second type of classification is responsive to the  
3 detection of tone in the audio information to enable the step of executing a

Serial No. 10/037,588

4 Hidden Markov Model to determine the presence of tones in the audio  
5 information.

1 25. (Original) The method of claim 24 wherein the step of  
2 executing comprises the step of using a grammar for tones.

1 26. (Original) The method of claim 24 wherein the step of  
2 determining comprises the step of executing an Inference engine.

1 27. (Original) A call classifier for determining the call  
2 classification of a called destination endpoint, comprising:  
3 an automatic speech recognizer for detecting first  
4 characteristics in audio information received from the called destination  
5 endpoint;  
6 the automatic speech recognizer further detecting second  
7 characteristics in the audio information received from the called  
8 destination endpoint; and  
9 inference engine for classifying the call in response to the  
10 automatic speech recognizer.

1 28. (Original) The call classifier of claim 27 wherein the first  
2 characteristics are words.

1 29. (Original) The call classifier of claim 28 wherein the words  
2 are formed into phrases.

1 30. (Original) The call classifier of claim 28 wherein the second  
2 characteristics are tones.

Serial No. 10/037,588

1

31. (Original) The call classifier of claim 30 wherein the

2

automatic speech recognizer is executing a Hidden Markov Model.